

2012 Military Health System CONFERENCE



Anti-Coagulation Therapy:

Achieving the Triple Aim

The MHS: Healthcare to Health

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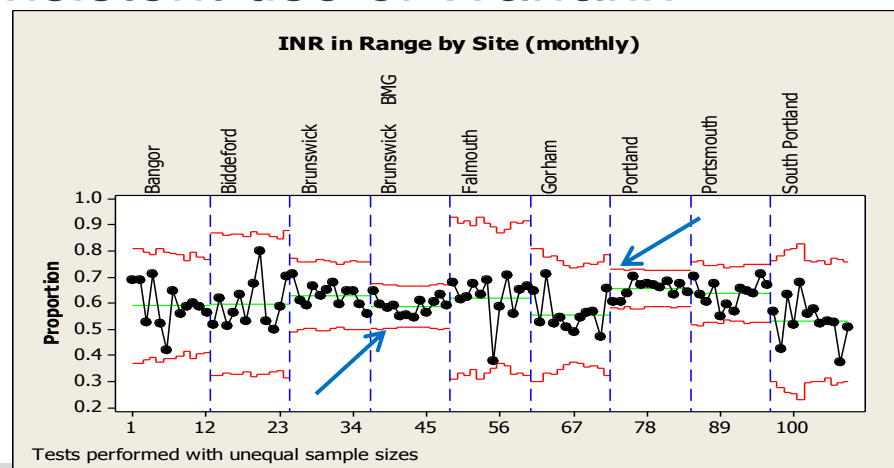
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Introduction

- Anticoagulation management impacts both patient satisfaction and health outcomes.
 - Analysis revealed 11 adverse events in 2010 related to Warfarin management
 - Root cause: variation in process between practices including: role of staff assigned; outdated patient education material; inconsistent use of Warfarin algorithms
 - Tightest control at the two sites with dedicated resources



Methods



- Multi-level Improvements

- Improved Patient Education Material

- Include prescribing MD; reason for medication; medication name; color of pill and clearer instructions

- Revised Warfarin Form in Electronic Health Record (E.H.R.)

- Include prescribing MD, and reminders to complete form

- Warfarin Lab Reports

- Site management of individuals and populations

- Propose new staffing model to be RN or RPH

Results



- To date: Implemented at four of nine sites
- Patient's find educational material "less confusing" and revised content more helpful
- Baseline % of time in control (Q 4 2011) at 58% for initial four sites
- Warfarin related adverse events declined.
 - Declined from 11 in 2010 to 2 in 2011
(Also attributed to increased staff awareness).

Conclusion and Recommendations



Conclusion:

- System approach with dedicated resource beneficial to both patient satisfaction and health outcomes
- Patient awareness regarding the revised process is key to success

■ Recommendations:

- Continue roll out of pilot to remaining five practices
- Utilize Pharmacy resources to benefit all sites
- Develop organization-wide control charts to monitor progress over time